



Swim Like A Fish, LLC

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Website: SwimLikeAFishLLC.com

Acknowledgement of Policies

This addendum to the sign up form is designed to provide each customer of Swim Like A Fish, LLC with a clear understanding of our policies and expectations. Our policies are not limited to the 10 written up here; these are just the most important. Please read it carefully, sign and date it.

1. We require 24 hour notice for all cancellations. If you cancel without proper notice or your child does not get in during your scheduled lesson you will still be charged for the lesson. **No exceptions.** We will also charge for a “no show”, that is when no attempt is made to cancel a class. We understand and sympathize that children get sick or sometimes life’s challenges happen to us but we cannot take the loss for you.
2. No refunds. Lessons do not expire and can be used at a later date we can also give you a credit towards a gift certificate, merchandise, pool party or a donation in your name can be made.
3. A specific instructor can be requested but we will not guarantee that instructor will be here every time. Instructors miss work occasionally and sometimes move on to other jobs and careers. We do not cancel classes if we can find a replacement instructor. Please trust that we will always strive to find and train the best people to represent Swim Like A Fish.
4. We may cancel or move classes. On occasion we may call you to move to a different time. Because of excessive cancellations, road conditions or scheduling conflicts, we may condense the schedule for cost effectiveness and ask you to come at a different day or time.
5. Please do not interfere with a lesson in progress. We know how to handle upset, crying, misbehaving, energetic and special needs children. We have experience and training with a wide variety of children’s behaviors. Wait for the instructor to direct the child or call you poolside to talk about the best teaching method to use on your child.
6. All decisions of our staff are final. Our capable front office staff is trained to handle customer complaints and conflict.
7. All minor students must be accompanied by a responsible adult (18 and up) in the facility at all times.
8. The coffee/tea/hot chocolate is for adults (age 18 and up) only. Children are not allowed to make hot drinks. Please supervise and/or help your child with the bottled water to prevent waste.
9. It is your responsibility to let us know if you or your child causes one of the following; spill, urinate, defecate, or otherwise cause a health and safety issue inside our facility that needs to be cleaned up right away. You must let us know so we can take the proper action to maintain a clean and safe facility. In addition you must respect our facility and do your part to clean up after yourselves. Please watch your children closely.
10. Children who are unruly and not following directions during their swim lesson can be asked to “sit out” or they may be asked to “get out” by the instructor. You will still be charged for the lesson. It is important for the instructor to have control of the class at all times for everyone’s safety.
11. All jewelry, rings, toe-rings, nose-rings, earrings, watches, and necklaces must be removed before getting in the pool.

Print Students Name/s (please list all students enrolled in the program)

Signature of Parent/Guardian

Date